



City of South Bend

Vacancy Announcement

Post Date: Friday, June 12, 2015

Closing Date: Until Filled

BENEFITS/HUMAN RESOURCES SPECIALIST

Category: Full Time

Department: Administration & Finance

Reports To: Director of Human Resources

Schedule: Monday-Friday, 8 AM-5 PM; schedule may vary based on departmental needs.

Pay Rate: \$35,000-\$55,000/yr. (Exempt)

Position: **SUMMARY**

The Benefits Coordinator/HR Specialist is responsible for coordinating the day-to day operations of group benefits programs for the City of South Bend, including enrollment, communications, record-keeping, and auditing. He/She will be the primary contact for benefit questions and issues for all employees/retirees, as well as the key interface with 3rd party vendors. This position will assist in researching new benefit programs, current trends, and recommending viable options. In addition, will also assume HR-specific duties, such as new employee orientation/onboarding and leave coordination/management.

SUPERVISION EXERCISED

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Responsible for administering selected benefit programs in compliance with federal, state and local regulations and established City policies.
- Coordinate employee eligibility, enrollment and termination process for benefits.
- Act as primary contact person for employees and applicable retirees on medical, dental, vision, FSAs, COBRA, pension, 457 retirement plans, AD&D, short and long term disability, and other miscellaneous programs. Using superior customer service skills, provide timely and accurate response/guidance to incoming communication from employees/retirees regarding benefit plans, enrollment procedures/processes, premiums, mid-year changes, retirement, etc.
- Responsible for preparation and reconciliation of weekly/monthly benefit plan invoices, ensuring accurate enrollment and benefit charges; researches and resolves enrollment and billing discrepancies.
- Serve as liaison to insurance carriers, benefits providers, and other 3rd party vendors, and coordinate activities as they relate to benefits administration across various departments including Payroll, Human Resources, and Legal.
- Examine and recommend benefit plan changes and enhancements consistent with business practices and best in class organizations.

- Conduct new employee on-boarding, providing information related to work schedules, compensation, benefits, and other related information.
- Input new hire and termination information into HRIS based systems, currently including Naviline, BenXpress, PERF and Executime, ensuring accuracy of enrollments, demographics, tax information, accruals and benefits deductions.
- Coordinate annual open enrollments, rollout of new benefit plans, health fairs and other benefit/HR related events and activities.
- Assess, develop and implement strategies for improvement in administrative processes and service delivery.
- Responsible to affect a culture of continuous improvement and performance excellence among the City workforce.
- Works on special projects as assigned by the Director of Human Resources.

NON-ESSENTIAL DUTIES

- Answer phones, assist customers, and perform other duties as required.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor Degree in human resources, public administration, or business management is strongly preferred but will consider directly applicable experience in lieu of education.
- Prefer a minimum of two years' experience in a benefits coordination role with some general HR experience a plus.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- In-depth knowledge of state and federal regulations related to employee benefit plans and leave of absence laws.
- Strong communication, presentation, and interpersonal skills with a proven track record of working with employees at all levels in an organization.
- Ability to maintain highly confidential information.
- Must have knowledge of Microsoft Word, Excel and PowerPoint.
- Strong analytical skills and knowledge of plan designs.
- Project and team management/leadership skills and experience. Proven ability to work effectively in a team environment. Capability of effective planning and priority setting. Ability to manage several complex projects simultaneously while working under pressure to meet deadlines.
- Knowledge of all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting employee benefits programs.
- Working knowledge of City or County government a plus.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver's License, or ability to obtain, if driving City vehicle.
- Licensed Public Notary a plus.
- PHR or SHR Certification a plus.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-employment drug screen required.

Pre-employment background check required.